

Crime Prevention Newsletter



Casa Grande Police Department — 373 East Val Vista Blvd. — (520) 421-8700

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City Contacts

(Area Code is 520)

Animal Control	426-9300
Building	421-8630
City Attorney	421-8600
City Clerk	421-8608
City Court	421-8675
City Manager	421-8600
Finance	421-8601
Fire Department	421-8777
Golf Course	836-9216
Housing	421-8670
Human Resources	421-8600
Landfill	421-8628
Library	421-8710
Parks & Recreation	421-8677
Planning & Zoning	421-8637
Public Works	421-8625
Senior Center	421-8760

Chief's Message

Chief of Police Johnny Cervantes



In a democratic society, there is a belief that the true power of the government lies with the public. For this reason, whatever trust the public places in the police department, it must be respected.

In order for community-based policing to be effective, the community must participate. When the community has no faith or trust in the police department they will be reluctant to participate in the process and at times may even refuse to support the police in any way.

The most effective way for police to gain public trust is for members of the organization to work with the community to build that trust. Agencies which work closely with the community are more effective in many ways, but the biggest contributor to the effectiveness of an agency's community-based policing is the mutual respect and trust between the police and the citizens they are sworn to protect.

If there was no trust, cooperation would end and the whole fabric of society would collapse. This trust as a public good constitutes public approval of police departments.

Interestingly, this necessity of public approval to police was identified over 170 years ago by Sir Robert Peel. Peel founded the London Metropolitan Police, considered by many, to be the prototype for modern policing in England and America. In 1829, he authored "Peel's Principles" as the founding document of that agency. Among his writings were these tenets:

- The ability of the police to perform their duties is dependent upon public approval of police action.
- Police must secure the willing cooperation of the public in voluntary observance of the law to be able to secure and maintain the respect of the public.
- Police seek and preserve public favor not by catering to public opinion but by constantly demonstrating absolute impartial service to the law.

The men and women of the Casa Grande Police Department recognize the importance of the public trust and strive every day in every way to continue earning that trust.

Trouble Is Our Business - Dr. Bob Cornelius, Chaplain/Counselor



The question is often asked in a friendly way; "Are you keeping out of trouble?"

My response is often, "No. . . . trouble is my business." I hope I am not the cause, I also hope I can be part of the solution.

A chaplain friend of mine once said: "Tragedy is my parish." By the way, he lived and served in New Orleans.

We have a challenging mission. Our motto is to "Protect and Serve." We proudly accept the challenge but recognize that often it takes something out of us. Our spiritual resources sometimes seem depleted. When that happens we get tense and sometimes troubled.

For each of us there needs to be a time, a place, or a relationship that helps us restore that deep reservoir from which we get our strength.

Greetings - Captain J.R. Parrow, Patrol Division



Having been given the honor of serving the city of Casa Grande, its citizens, and the men and women of the Casa Grande Police Department, I am truly excited about my role as the Patrol Division Captain. I've completed

my first 90 days here and find that each day brings great opportunity, motivating challenges, and confidence for a promising future.

The strategies that are driving change within this organization are both visionary and complimentary of the role our citizens play in supporting our fundamental mission. We are committed to providing a safe Casa Grande - where people want to come for business, leisure, or to make our city their home. The community partnerships we are forming now will be the catalyst that clears a path to meeting our goals. We can measure our success in a number of ways, but we can all be certain that we are making a difference and achieving our vision when we see Casa Grande's growth and citizen satisfaction on a sustained positive trajectory. It's not easy.

While policing in a democratic society brings with it significant challenges, the importance of effective communication of police activity cannot be overlooked. The fastest way I know to alienate a supportive community is to ignore them when they don't understand why the police are involved in some activity somewhere, or while they are in direct contact with our officers. Our challenge

is to take the time, when it is safe to do so, and answer questions professionally and as completely as possible. The other piece of the communication is for our officers to listen carefully and attentively when citizens are sharing concerns that give rise to safety concerns. Take the extra minute, listen, assess, and plan for a response. All of the effort in communicating and paying attention, and even applying police resources is a waste without the often forgotten piece of effective communication - follow-up! Think of it this way, if you had a partner and were engaged in some important task, would you not want to discuss your success when it was complete? Well, at Casa Grande PD, we have partners both internally and externally, and we need to remember the importance of our commitment to follow-up! Even if you fail, and you need to regroup, reassess and try a new strategy... do it, and follow-up!

Moving forward, I am confident that what lies ahead are achievement markers that will speak to our dedication to excellence in law enforcement and sustained partnerships in our community. In just a couple weeks our nation will celebrate Law Enforcement Memorial Week. It's a great opportunity to reflect on the cost of noble sacrifices behind us and our chance to strengthen our resolve to support the best practices of individual and collective officer safety. Stay focused, discourage complacency and stagnation when you see it, and above all let's take care of each other.

Choose To Wear A Seatbelt - Officer Denis Thomas, Traffic Unit

Wearing a seat belt, it is such an easy task. However, every day, people choose not to wear it. We have all heard the excuses before, "It's uncomfortable;" "I'm only going around the corner;" "I'd rather be thrown out of a car than be stuck in a seatbelt;" and my favorite, "I'm a good driver so I don't need to wear one."

Well, you may be a good driver, but there are situations beyond your control such as bad weather, road conditions and, not to mention, other drivers who can affect your safety. Seat belts can mean the difference between life and death in an auto accident.

It's not only the law to wear a seat belt every time you enter a vehicle; it's the smart thing to do, because it

saves lives. Regardless of where you are seated in the vehicle, you should take the small amount of time needed to put on a seat belt.

It's up to you to make the right decision, set the good example, and buckle up. The choice you make could save your life and the lives of your loved ones.



The School Resource Officer - Officer Matt Duran, School Resource Officer



According to the National Association of School Resource Officers, the origins of School Resource Officers (SRO's) can be traced to the late 1950's where the Flint Michigan Po-

lice Department had officers visit schools to better police and youth relationships. This partnership has celebrated over 40 years of successful collaboration between the schools and police in that city.

Locally I am asked why I am on a school campus. The questions range from, "Are you here for fights?", "Are you here for bad kids", and my favorite "Can you taze me?" As far as the first two answers, I inform students that officers are on campus in partnership with the school district for school safety. If a situation arises for me to assist in a school investigation that may lead to a police investigation, I am ready to help. As far as the request for being tazed, my response will continue to be no. A basic tenet of SRO's is based on officer presence to deter negative behaviors.

I am joined in this partnership with Officer's Adam Rodriguez, Jeff Thornton and Orlando Jimenez. I and Officer

Rodriguez cover the middle/elementary schools, while Officers Thornton and Jimenez cover the high schools. We all work the school week and hours and some special events. We also respond to charter schools.

As the SRO Team we are lead by Sergeant Frank Alanis in a job we feel is honorable and that we take great pride in. Our community's youth are its most vital resource and we get to interact with them daily. Whether it is mentoring a youth who experienced a rough time, answering questions from a student, parent or school staff regarding a legal matter or taking action to remove contraband from a student who will be held accountable by the laws we have sworn to uphold, we take very seriously our assignment to protect and serve each campus.

The SRO's assignment is a vital part of our department's community policing philosophy and I have firsthand experience from the feedback by parents and school staff alike regarding the high value they place on our presence. As SRO's we gladly accept the job we have been selected to accomplish.

What To Do If You Lose Your Pet - Animal Care and Adoption Center

**I'm lost and
can't find my
way home!**



Getting the word out early is the key to getting your dog or cat back safe and sound. Don't assume your pet will return on its own!

As soon as you are aware that your pet is missing, get the word out. Remember, have good, clear photos on hand just in case, and **ALWAYS** make sure your dogs and cats are wearing a collar with a City of Casa Grande license. Identification tags with an address for phone number or even micro chipping is an excellent form of identification. Just always make sure your pet has a visible collar and tags.

Call the City of Casa Grande Animal Care and Adoption Center, (520) 426-9300 and leave a message with as much information about your missing pet as possible, someone will return your call. You can also go to the City of Casa Grande website, www.casagrandeaz.gov and fill out a lost report that will be received by the Animal Care and Adoption Center staff. It is also a good idea to post on the web, such as craigslist, petfinder and any others that will allow lost ads.

Make posters, Keep it simple: "LOST DOG (or cat)!" at the top in very large and bold lettering.

Include a brief description or breed type: "Beige, wire-haired terrier" or "Striped gray and black short-haired cat. A picture of your pet with contact info in large numbers at the bottom should complete the poster.

Place a "Lost" ad in the newspaper when your pet is first missing. These ads are usually free to run for three days. Get out and call for your pet by name.

Dogs and cats can often wander far away, and do things you wouldn't predict they would do. Even the friendliest and most social pet may quickly become terrified. Don't chase after a lost pet; they are much faster than we are and you'll only scare them even more. Instead, sit on the ground, talk in normal tones, repeating his name and familiar phrases over and over again.



DON'T GIVE UP! Be aggressive in your search, get lots of help, get the word out right away and don't wait a few hours "to see if he'll come home on his own".



Underage Drinking - Frances Archuleta, Prevention Specialist, CG Alliance



Mayday Mayday! Our Children Need Life Savers!

This was the community alert used to draw people to the Town Hall Meeting about underage drinking on April 30th hosted by the Casa Grande Alliance.

While underage drinking among local youth has decreased 36 % in the past 10 years, alcohol is still the first drug of choice among teens. The event included two short plays by drama students from Casa Grande Union High School on how alcohol can be used as a coping mechanism, and the impact of an alcoholic parent on

teens.

Following was an expert panel: Officer Thomas Anderson, City Prosecutor Rockne Anderson, CG Alliance Director Cindy Schaidler, and CGUHS senior Micah Powell. Participants brainstormed ways our community can continue to reduce underage drinking.

There was a raffle with donations from local businesses and restaurants, and participants received brain-shaped stress balls emblazoned with "underage drinking damages your brain".

Contact www.CasaGrandeAlliance.org for more information.



Community Notification Service - CGPD Dispatchers



vice. It utilizes today's technology and social media to update citizens in the community. Nixle allows citizens to receive important notifications on their cell phones.

With growing technology it has become easier to notify citizens of vital information and activity in their neighborhood. The concept behind NIXLE is to spread information easily and swiftly to the public. This would prevent emergency call centers from receiving an abundant amount of calls at once and also a large amount of

The Casa Grande Police Department is currently partnered with Nixle, which is a Community Notification Ser-

vice. It utilizes today's technology and social media to update citizens in the community. Nixle allows citizens to receive important notifications on their cell phones.

There are other local agencies in this area that are partnered with NIXLE i.e.: Pinal County, Gila River Police Department, Casa Grande Elementary School District, Regional Fire and Rescue, and Blue Alert.

The information released is separated into three different categories; Alert, Advisory, and Community. Alerts could include Missing Persons or major incidents. While Advisory can be road closures or weather reports. Community can include notifications for local events.


To become part of the program is very simple just log onto www.Nixle.com to register - and it's free!!

May Is National Bicycle Safety Month


Some tips from McGruff and his friends at the National Crime Prevention Council.

McGruff and Scruff's

Bike Safety Tips



- Always ride with a friend.
- Use a backpack to carry books and other stuff.
- Wear bright clothes that people can see.
- Keep a copy of your bike's registration and serial number.
- Make sure your tires have enough air in them.
- Always wear a helmet.
- Look both ways for traffic.
- Put reflectors on the front and back of your bike.
- Lock up your bike.
- Obey the rules of the road.




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McGruff and Scruff's


Bike Safety Tips

Always use the correct hand signals while riding your bike.


Obey the rules of the road just like Scruff!




Hand Signals



Before turning left.



Before turning right.



Before slowing down or stopping.

McGruff and Scruff are registered trademarks of NCPC. For more information visit NCPC.org

Telemarketing Scams - Arizona Attorney General's Office



While there are some legitimate businesses that use the telephone to sell their products, there are also many unscrupulous businesses that use telemarketing to swindle consumers out of millions of dollars

every year. Dishonest telemarketers will say anything to get your money, including making false statements to you about their company, products and services. Dishonest telemarketers are often in violation of state or federal law, but may go out of business quickly before you obtain your merchandise or can get your money back.

DO NOT CALL

The Federal Trade Commission (FTC) created the Do Not Call Registry to stop unwanted telemarketing calls. You can register your home or cell phone number either online at www.donotcall.gov or using the FTC's toll number at (888) 382-1222, TTY: (866) 290-4236. You must call from the number you wish to register. Registration is free and never expires.

ARIZONA STATE LAW

Arizona's Telephone Solicitations Statute requires telemarketers to make certain disclosures and prohibits certain misrepresentations. The statute requires most telemarketers to file a registration statement with the Secretary of State and a bond with the State Treasurer's Office. There are some exceptions to the statute's registration requirements. You can visit the Secretary of State's Web site at www.azsos.gov to check to see if a company is registered or falls under an exception to the registration requirement. The law also requires all telemarketing companies to tell their customers, both orally and in writing, that they have the right to cancel their order within three days after receiving the merchandise or any gifts or prizes, although many telemarketers do not comply with this law.

If you wish to cancel your order, make sure that you do so in writing within three days of placing your order (or, within three days of receiving the merchandise, although earlier is better) and keep a copy of your letter. You should also immediately contact your credit card com-

pany or debit card issuer to dispute the charges. You may need a copy of your letter to prove to your credit card company or debit card issuer that you cancelled within the required time period. It is important to contact your credit card company as soon as you realize there is a problem, as they will issue a credit only for a limited time.

ROBOCALLS OR PRERECORDED MESSAGES

Federal laws that took effect in October 2013 require that a company must have your express written consent to contact you at home or on your cell phone with a pre-recorded message or "robocall." This new requirement removed exceptions for businesses that had a prior business relationship with you. It also requires that you be given the option to opt out on every prerecorded call you receive. Be careful not to give your written consent by accident, as it may be included in a form you fill out in order to win a prize, request more information from a company or in a form you use to place an order. You should not do business with a company that contacts you through a robocall without your express consent.

BUSINESS OPPORTUNITIES OR WORK-AT-HOME SCHEMES

The telemarketing of business opportunities or work-at-home schemes is a large problem. Few, if any, purchasers earn any income from the businesses for which they paid thousands of dollars. Some common schemes include offers to develop online "stores" where a customer can earn sales commissions, the sale of credit card processing services, or providing debt reduction services.



UNSCRUPULOUS TELEMARKETERS FREQUENTLY USE THE FOLLOWING TACTICS:

- Use a fake caller identification number that appears to be local, a personal call or from a business that you recognize, and doesn't work if you try to call back.
- A high-pressure sales approach, urging you to "act now" or the offer won't be available later.
- Falsely inform you that the marketer is a veteran, disabled, born-again Christian or has some other trait to convince you he or she is trustworthy.
- Offer you something that sounds too good to be true, such as a "no-risk investment" or the opportunity to make lots of income from home, with little effort on your part.
- Pretend to be licensed, certified, working for your credit card company or working for the government.
- Asking for your credit card or checking account numbers or other personal financial information, to verify your "eligibility" or check your available credit, before you have agreed to make a purchase, and then charging you without your agreement.
- Asking you to send money right away, through a wire service or overnight delivery. Fraudulent telemarketers will sometimes offer to pick up the money and the signed contract from your home.
- Remember that most work-at-home business opportunities never make money for the purchasers, only for the sellers. If it were that easy or profitable, the telemarketers would do the work-at-home business themselves.
- Keep your financial information to yourself. Never give out credit card, checking or savings account information to anyone who calls you, as it is not difficult for someone with this data to draft money from your account.
- Ask the sales agent to mail you information about their product or services before you decide to buy. Legitimate companies should be happy to mail you a contract to review or a brochure about their product before you give them any payment information.
- Place your name on the national Do Not Call List.
- Remember, if it sounds too good to be true, it probably is.
- Hang up. A telemarketer has no right to your time or your money.

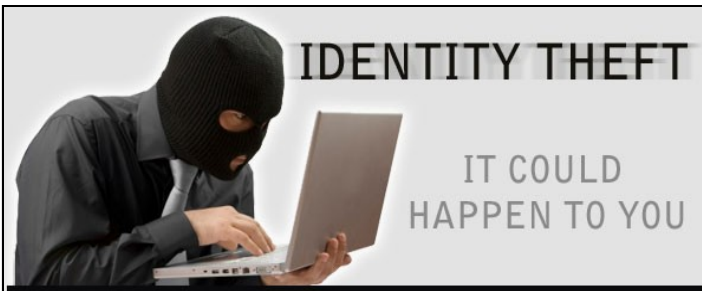
WHAT YOU CAN DO TO AVOID BEING SCAMMED:

- Check out a business by searching online for complaints about the business or call the Better Business Bureau to find out if there have been complaints.
- Check with a financial advisor, accountant or knowledgeable friend or relative who can help you research whether a business is reputable or a purchase or investment is a good decision before you make a purchase.



For more information, or if you believe you have been a victim of fraud, please contact the Attorney General's Office in Phoenix at (602) 542-5763; in Tucson at (520) 628-6504; or outside the Phoenix and Tucson metro areas at (800) 352-8431. Consumers can also file complaints online by visiting the Attorney General's Web site at www.azag.gov.

Identity Theft - Arizona Attorney General's Office



WHAT IS IDENTITY THEFT?

Identity Theft occurs when someone takes or uses another person's personally identifying information such as their name, social security number, driver's license or financial account information. If you have been the victim of identity theft, it could mean someone has used your name to:

- make purchases
- get credit cards
- rent an apartment
- obtain utilities without your permission
- purchase a vehicle
- get a loan
- receive medical services
- re-route your mail or
- impersonate you during contact with law enforcement.

Identity Theft may also include someone writing checks using your name or financial account information. Your information could be wrongfully obtained if your checkbook is stolen or if someone obtained access to your checking account electronically. Use of an ATM card or credit card that you did not approve is also Identity Theft. In some cases, Identity Theft occurs within families to children, seniors, and domestic violence survivors.

HOW MIGHT IT IMPACT ME?

Being the victim of an Identity Theft can be a complicated and frustrating time in your life.

Even if you are able to resolve a financial Identity Theft issue with your bank, this use of your name and credit history can result in you getting collection letters for things you did not purchase. It can also result in unfavorable entries on your credit report, causing you problems in getting credit or paying a higher interest rate.



WHAT CAN I DO?

- File an Identity Theft Report with the Federal Trade Commission to obtain an Identity Theft Affidavit.
- File a report with your local county or city law enforcement agency. You do not need to know the name of the person who used your identity. You can show the police the information you have such as debt collection letters or other indications that you are the victim of this crime.
- Notify all three credit reporting agencies and every debt collector that has contacted you.

“ They leverage your trust by tricking you into divulging personal information, like passwords or account numbers.”

Important Police Department Numbers & Internet Sites

(Area Code is 520)

- | | |
|--------------------------------|--------------------|
| • Police (Emergency) | 911 |
| • Police (Non-Emergency) | 421-8700 |
| • Crime Prevention Unit | 421-8711 ext. 6760 |
| • Volunteer Unit | 421-8711 ext. 6140 |
| • Traffic/School Resource Unit | 421-8711 ext. 6370 |
| • Graffiti/Alarm Unit | 421-8711 ext. 6570 |



www.facebook.com/cgpolice



www.twitter.com/casagrandepd



www.casagrandesilentwitness.com

Any questions or comments regarding this newsletter can be forwarded to the Crime Prevention Unit:

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(520) 421-8711 Ext 6760
tanderson@ci.casa-grande.az.us

Upcoming Events

- April 30 - Town Hall Meeting on Underage Drinking.
- May 8—Pinal County Peace Officer's Memorial.
- May 20 - Casa Grande Union HS Graduation.
- May 22 - Vista Grande HS Graduation.